



WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Monthly Publication

DECEMBER 2011

From the Director...



Happy Holidays

We again want to express our thanks for all those staff and agencies that planned and participated on December 1st, at the Wraparound Milwaukee Holiday Luncheon. The Holiday Season is the ideal time to express warm feelings and good wishes for all whom we care about and that annual celebration is hopefully one time and place where we can convey that message to our managers, support staff, care coordinators, leads and supervisors, and to our Families United partners.

Thank you for all your dedication, commitment and hard work during the year. Enjoy the holidays with your families and loved ones.

Bruce Kamradt, Director
and Mary Jo Meyers, Deputy Director

Contracts Approved for Care Coordination Agencies for 2012

On Wednesday, December 9th, the Milwaukee County Health & Human Needs Committee approved the Behavioral Health Division recommendations to approve Agreements for 2012 for Care Coordination services for the Wraparound Milwaukee program and the REACH program. The agencies approved for 2012 are:

Wraparound Program

- AJA Counseling Center
- Alternatives in Psychological Consultation
- Aurora Family Service
- LaCausa, Inc.
- My Home, Your Home
- St. Aemilian-Lakeside
- St. Charles Youth & Family Services
- Willowglen Community Care

REACH Program

- AJA Counseling Center
- LaCausa, Inc.
- St. Aemilian-Lakeside

The Health & Human Needs Committee also approved 2012 Agreements with Families United of Milwaukee for family and educational advocacy, St.

Charles for Crisis Group Home services and Wisconsin Council on Children & Family Services for Evaluation, Information Technology and Training services.

Rate Regulation for Residential Care Centers, Group Homes and Child Placing Agencies now Official

The Joint Legislative Committee for Review of Administrative Rules has now acted to officially approve, under DCF 52, 54 and 57, the regulation of rates charged by residential care centers, group homes and child placing agencies (treatment foster care). This means that these facilities or agencies cannot exceed the maximum rate established by the State for each of these services without a State granted exception, which will be rare. Proposed rates not to exceed the maximum rate will be submitted to the Department of Children & Families by October 1st of each year for the following year.

Bruce Kamradt, Director

Wraparound Success Story...

Logan was enrolled in Wraparound Milwaukee under a CHIPS Order as a young child after being removed from his parental home for neglect and abuse. Logan entered into treatment foster care with other support services. While in treatment foster care, Logan's mental health needs became more severe, as he displayed explosive behaviors and self-harm attempts. His family at that time was minimally involved and he relied on team members for nurturing. Logan was consistently being suspended from school and getting very behind in his academics. After residing in three different treatment foster care homes, Logan was moved to a residential care center.*

While in residential care, Logan's father, whose whereabouts were unknown before this, came to the team and desired to have Logan live with him. Logan and his father participated in family therapy and home passes to help redevelop their relationship. Logan received crisis stabilization and medication management to help him better control his behaviors and the stabilizer to provide him with a positive role model. The team helped Logan's father find a place to



live and secure resources to help him sustain the family in their own home. Logan was able to return to his father's care after months of hard work and treatment. At first, Logan and his father had some difficult transition issues. Logan was not accustomed to his father's strict rules and needed the temporary structure of a day treatment school. Logan's father had some medical problems that prohibited him from working. However, with time and consistent team members, Logan was transferred to a community school, the home situation stabilized and he continued to be sustained by his father.

Logan and his father were able to identify friends and relatives to help Logan when his father's health was poor and he needed help. Logan became involved in sports and expressed himself through art. At the time of disenrollment, Logan was excelling in school and his father was providing a safe and loving home. This writer received a call from Logan's school a couple of months after disenrollment to report that Logan received perfect attendance and academic achievement awards.

(*Names changed for confidentiality.)

Submitted by St. Charles Youth & Family Services

Quality Assurance...

2011 Performance Improvement Project

Wraparound Milwaukee's 2011 Performance Improvement Project (PIP) was submitted to the State on December 1st. The PIP is an annual project that must address an administrative or clinical topic of study within the MCO. This year our PIP was entitled, "Child & Adolescent Needs & Strengths (CANS) Assessment and the Achenbach Measures – Child Behavior Checklist (CBCL) & Youth Self Report (YSR): An Exploratory Study".

The Study focused on the administration of the CANS. Initial findings shows it provides additional descriptive information about the youth enrolled in Wraparound Milwaukee and can supplement the information gathered through the administration of the CBCL and YSR. The results of the study will be described in further detail in the near future post the approval of the report by the State

Upcoming Visit by MetaStar, Inc.

On January 10th & 11th, 2012, MetaStar, Inc., the agency contracted by the State to review/audit the Managed Care Organizations in Wisconsin, will visit Wraparound Milwaukee. The visit will consist of an extensive full-day review of our Management Information system – Synthesis, and a comprehensive two-day review of Wraparound Milwaukee's policies and processes in the areas of Staff Planning; Education; Development and Evaluation; Fraud and Abuse; Quality Documentation; Policies and Procedures; Health Care Access; Complaints, Grievances and Appeals; Language Access Policies and Procedures; Utilization Management; Provider/Contractor Services/Vendors; and Enrollee Services.

A special thanks to all who have already participated in the preliminary preparation for this visit.

Holiday Wishes

The Wraparound Milwaukee Quality Assurance Department would like to wish the families, the Network Providers, our Care Coordination Agencies and all of our System Partners a peaceful and joyous holiday season. We are thankful for having the opportunity to partner with all of you in making the lives of our youth, families and community healthier and happier.

Have a Safe Holiday and the Best for 2012!

If you have any questions or suggestions, please feel free to give me a call at (414) 257-7608 or email me at pam.erdman@milwcnty.com.

Pamela Erdman, QA/QI Director

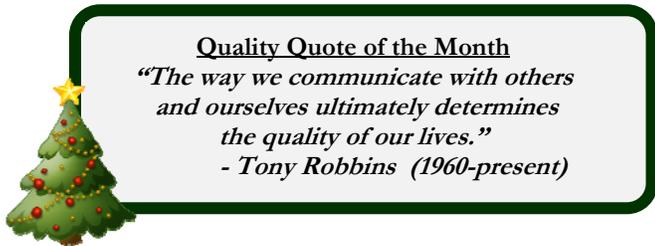
Mobile Crisis...



The Mobile Urgent Treatment Team (MUTT) wishes everyone a happy and healthy holiday season. With the holidays always comes added expectation, closeness, joy, and, of course, stress. To get the most out of your time with family and friends this season, several helpful reminders seem fitting. Make sure you stay as much to your routines of sleeping and eating as healthy as possible – a tall order, I know! But this will help you remain as positive as you can be, and enjoy what comes your way. By all means, take time for yourself. This re-energizes you and helps you keep balanced, so learn to say "no". When you feel the stress of others on you, and you know it's part of the package deal, take a time out. Through all this, children seem to view time with parents as a measure of caring – you don't need to shower them with things; they want to be with you. Give the gift of time. And, while we're on the subject of giving, offer thanks to a caregiver, someone in your family's world or someone who's always there for others. It doesn't cost a thing. May the season bring you all you need.

Dr. Chris Morano, Mobile Crisis Services Director





Quality Quote of the Month
*"The way we communicate with others
 and ourselves ultimately determines
 the quality of our lives."*
 - Tony Robbins (1960-present)

Announcements...

Positive Recognition Awards

The following have been recipients of "Positive Recognition" awards:

Shawn Johnson – Family Options Counseling

Nominated by Debra Robinson - Parent

"She is a good person and understands the need of the family."

Greg Rafn - LaCausa, Inc.

Nominated by Yvonne White - Parent

"Greg does a really good job with my son and our family.... I want to say thank you for everything he does for our family. We really appreciate his services. Thank you again!"

Michael Nelson - Youth

Nominated by Will Pangman – REACH - LaCausa, Inc.

"Michael has made a stunning turnaround in his academic performance, attendance and behavior... has been very focused on achieving his personal goals and has changed his behavior in the community to be safer and not go off course..."

Upcoming Events...

JANUARY 2012

Jan. 2 **NEW YEAR's HOLIDAY**
WM OFFICES CLOSED

Jan. 3 **ARB Meetings**
 9:00-1:00pm WM – Room 253

Jan. 4 **Centralized QA Meeting**
 9:00-11:00am WM – Room 212

Jan. 5 **Mgmt./Supervisors Meeting**
 8:15-10:15am @ St. Charles Youth & Family

Jan. 5 **Com. Safety/Resource Dev. Consults**
 11:00-1:00pm WM – Room 253

Jan. 5 **Monthly Care Coordinator Mtg.**
 1:00-3:00pm CHP Auditorium

Jan. 10 **MetaStar Audit**
 8:00-4:30pm WM – Room 253

Jan. 11 **MetaStar Audit**
 8:00-4:30pm WM – Room 253

Jan. 11 **Child Psych. Cons. – St. Charles**
 12:00-1:00pm WM – Room 253

Jan. 12 **Com. Safety/Resource Dev. Consults**
 11:00-1:00pm WM – Room 253

Jan. 12 **Youth Council Meeting**
 5:00-6:00pm St. Charles Youth & Family Svcs.

Jan. 14 **FAMILY ORIENTATION**
 11:00-12:30pm WM – Room 416

Jan. 17 **ARB Meetings**
 9:00-1:00pm WM – Room 212

Jan. 18 **Partnership Council Meeting**
 11:30-2:30pm WM – Room 212

Jan. 19 **Mgmt./Supervisors Meeting**
 8:15-10:15am @ St. Charles Youth & Family

Jan. 19 **Com. Safety/Resource Dev. Consults**
 11:00-1:00pm WM – Room 253

Jan. 19 **Youth Council Event-Movie Night**
 5:00-7:30pm St. Charles Cafeteria

Jan. 23 **Provider Network Meeting**
 1:00-2:00pm @ St. Aemilian-Lakeside

Jan. 25 **Child Psych. Cons. – R-St. A's**
 12:00-1:00pm WM – Room 253

Jan. 26 **Com. Safety/Resource Dev. Consults**
 11:00-1:00pm WM – Room 253

Editor

Debra Jansen, Consumer Relations Coordinator - (414) 257-6532.
 For more information on Wraparound Milwaukee, go to our
 Website at www.county.milwaukee.gov and search using the
 keywords "Wraparound Milwaukee".



Greater Milwaukee Major Events



11/20-12/31	Christmas in the Country	Grand Geneva Resort	(262) 248-8811
1/1	Cool Fool Kite Festival	Milwaukee Lakefront	(414) 273-5483
1/5-1/8	Home Building/Remodeling Expo	Frontier Airlines Center	(414) 908-6001
1/20-1/21	Gallery Night and Day	Downtown Milwaukee	(414) 273-1173
1/21-1/22	JOY Publications Wedding Planner	Frontier Airlines Center	(414) 908-6001

